

AUTO RENEW INSTRUCTIONS (Subscription Customers)


Log in to customer account

You can access your Customer Portal through your Shopify account login. If you have not registered an account, you will need to create an account using the same email address used at checkout. Once your account is registered, you can login and access your Customer Portal by clicking on the **Manage Subscriptions** link.

Alternatively, you can access your account using the Customer Portal direct link. This link is normally sent in your Subscription Confirmation email and your Upcoming Order email.

Cancel a subscription

In order to cancel your subscription, you will first need to log in to your account. Within the **Subscriptions** tab, click the **Cancel** link next to the subscription order you would like to cancel. On the following page, you will be prompted to enter a cancellation reason.

Mary Smith  **Subscription orders** [Add new address](#)

Delivery schedule


Subscriptions

Billing information

Purchase history

Address ID: #3432344 [\(See Details\)](#)
Ships To: Mary Smith, 123 Fake Street NotRealsVille 90210 [Edit](#)

Product	Amount	USD	Frequency	Next charge date	
Rose Essential Oil	1	\$23.20	1 Months	Monday, December 25	Edit Swap Cancel Move Delete



Update billing information

In the **Billing Information** tab you'll find the current method of payment along with the current billing address. However, this is not the same as the shipping address. You would edit the address in this section if your billing address has changed or if you need to update your email address.

Mary Smith 

Billing information

DELIVERY SCHEDULE

SUBSCRIPTIONS

BILLING INFORMATION

PURCHASE HISTORY

Card on file

Card was removed or expired.

Edit

Billing information

Mary Smith
123 Fake Street
Notrealsville, California 90210
United States

example@email.com

Edit

Skip a delivery

Once logged in, click on **Delivery Schedule** on the left to see all upcoming deliveries for your subscriptions. To skip a delivery, you can click **Skip** next to the delivery you would like to skip. Similarly, to unskip a delivery, you would click **Unskip** next to the order.

Mary Smith 

Delivery schedule

Delivery schedule

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Delivery schedule dates are when your order will be placed. Future deliveries will be added to your schedule as the date approaches.

December 25, 2017

123 Fake Street Notrealsville California 90210

Products

1 x Rose Essential Oil [Edit](#)



Skip

Update shipping address

Once logged in, click on **Subscriptions** and click **Edit** to the right of the address. This only affects the shipping/delivery address, this does not update billing information related to the method of payment.

Mary Smith 

Subscription orders

Delivery schedule

Subscriptions

Billing information

Address ID: #3432344 [\(See Details\)](#)

Ships To: Mary Smith, 123 Fake Street Notrealsville 90210 [Edit](#)



You will be taken to a page where you can modify your shipping address fields.

Shipping Address

[Go back](#)[Save](#)

Subscription #3432344

First Name

Last Name

Address line 1

Address line 2

Company

City

Province State

Zip Code

Country

Phone

Add a product to a subscription

Once logged in, select the **Subscriptions** tab, then click **Add Product**. This will open a pop-up where you can search, view, and select additional products to add to your upcoming deliveries. You may also choose the frequency and first shipment date.

Mary Smith Subscription orders

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Address ID: #3432344 [\(See Details\)](#)

Ships To: Mary Smith, 123 Fake Street Notrealsville 90210 [Edit](#)

Product	Amount	USD
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Rose Essential Oil	1	\$23.20
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ADD PRODUCT

Swap a Product

Once logged in, select the **Subscriptions** tab to view the current subscription products. On the far right, you can select **Swap** and select the replacement product.

Mary Smith Subscription orders

Add new address

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Address ID: #3432344 [\(See Details\)](#)

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